# How to Troubleshoot 4HOnline
Family Login Issues in FairEntry

If a family contacts a Fair Administrator to report that they are unable to log in to their FairEntry account, use the following guide to test and troubleshoot the issue.

Test 1: Verify that the member has been imported to your Fair.

1. To verify that the member has been imported, search for the member from the Exhibitor search in FairEntry. Be sure that "All" is selected in the search options.
2. If the member recently became Active in 4HOnline and is not listed in the Exhibitor search, click on 4HOnline Integration and click "Import" Members to add the new members as potential exhibitors in your fair.
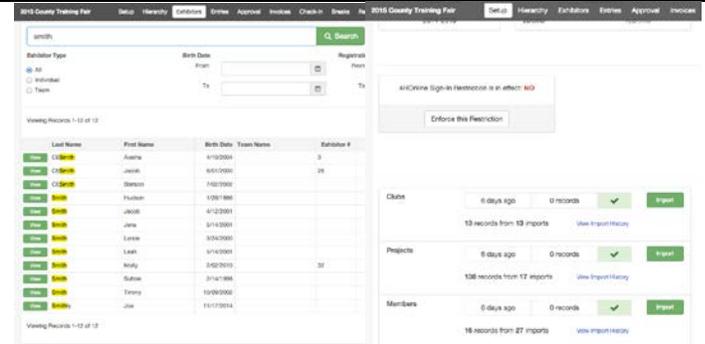
NOTE: If the member is not Active in 4HOnline, the record will not import to FairEntry. The member must be activated in 4HOnline before importing to FairEntry.

Test 2: Verify that the family is indeed logging in through 4HOnline

If a fair is open to non 4-H exhibitors, it is likely that families may use the email & password boxes on the FairEntry opening screen rather than clicking on the green "Sign in with 4HOnline" button. If they do not click "Sign in with 4HOnline," FairEntry will return an error message that no account was found.

The family will also receive a "No Account Found" message if they click on the "Forgot your password?" link in the FairEntry sign-in area.

If they have forgotten their 4HOnline password, they need to reset their password from 4HOnline (either http://__.4honline.com or the 4HOnline sign-in box that comes up when they click "Sign in with 4HOnline" in FairEntry).

Exhibitor and Staff sign-in

4HOnline
4-H Enrollment and Event Registration

Sign in with 4HOnline

If you don't have a 4HOnline account, sign-in with your FairEntry account:
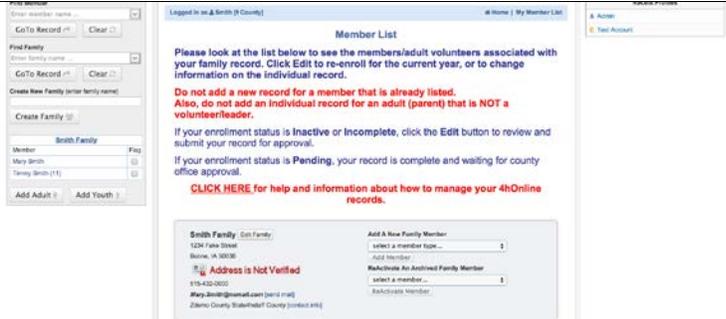
Email

Password

Sign in

Forgot your password?

Not in 4-H and need to create a FairEntry account?

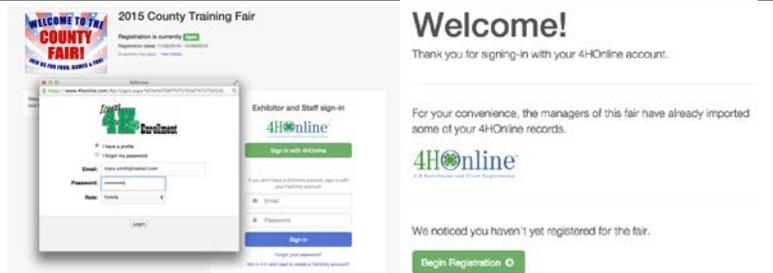|	
Test 3: Test the family login to see if you can replicate the issue.	
1. Log in to the family's account in 4HOnline via a County or State manager account. 2. If you have logged in to the member's profile, click "My Member List" to access the Family profile. 3. Click "Edit Family" in the gray box.	
4. Verify that there is an email address associated with the Family profile. 5. Ask the family for permission to reset their password for testing. 6. Click Reset Password. 7. Copy the new temporary password. 8. Log out of the manager account. NOTE: A Fair or 4HOnline manager should NEVER ask a family for their password. They should always ask permission to reset the password.	
9. Go to the FairEntry sign-in page. 10. Click on the green "Sign in with 4HOnline" button. 11. Enter the family's log-in information (email address and temporary password) in the 4HOnline login area to verify that their account is working properly NOTE: The family will have received an email with their temporary password. The next time they log in to 4HOnline, they will be prompted to update their password. The new password they set in 4HOnline will also become their FairEntry password.	